

Statement of Purpose React Havens Semi-Independent Home for Young People aged 16-25



creating possibilities

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STATEMENT OF PURPOSE

This Statement of Purpose outlines the support service React Havens (RHs) provides to service users aged 16 to 25 years old. This document provides the general overview of our organisation structure, the range of services provided, and the policies and procedures adopted to provide the stated service.

The Registered Manager (RM) will hold responsibility operationally for the service. The RM will be actively involved in the delivery of the service and the monitoring of all service users and care plans, to ensure that every resident using the service receives the correct level and quality of support needed.

Our Statement of Purpose is available to all relevant and interested parties, but it should be noted that it only summarises our organisation structure, ethos and service provision and should be read in conjunction with our wider policies and procedures.

THE AIMS AND OBJECTIVES OF THE SERVICE

We aim to deliver a bespoke, individualised and outstanding care package to the young people we support. Within our care we will aim to safeguard, promote welfare, educate and nurture children, with the hope that this will support them to take control of their lives and emotions or behaviours and produce great outcomes.

The aims of the home are:

- To offer care of the highest quality to young people based on their individual care needs.
- To provide security and stability for young people in the care system.
- To provide robust surrogate parenting.
- To provide age-appropriate routines and activities to encourage young people to develop their social skills, and to maintain existing practical skills whilst learning new ones.
- To devise a comprehensive and individualised placement plan to meet the young person's physical, personal, social, psychological/emotional, behavioural, cultural, spiritual, communication and health care needs.
- To promote the active and positive presence of young people within their local community.
- To empower young people to exercise choice.
- To assist in developing and implementing person centred pathway support packages for the young people in the service.
- To promote safety for the young people by ensuring that each young person has a dynamic risk assessment, that is regularly reviewed.

- To promote and maintain positive relationships that benefits the young person and enable them to develop their identity, self-respect, and care for their own well-being.
- To promote a culture that is conducive to learning, education, training, and employment, ensuring resources and support are available. To encourage the young person to gain and maintain employment, education, and training.
- To enable the young person to develop skills to communicate and interact with others and to integrate and contribute to the community in a positive manner.
- To work in partnership with parents, relevant adults, education, health, and other professionals to ensure the young person is enabled to maximise their potential.
- To ensure high quality yet cost-effective services delivered around the needs of the young person.
- To promote equality and an atmosphere of trust and respect.
- To enable the young person to be empowered to make choices and decisions in all areas of their lives.
- To encourage the young person to participate in and be involved in the delivery and development of the service.

In order to achieve these aims, the home will provide:

- A safe and 'homely' environment.
- The development of a multi-skilled and highly trained staff team following rigorous and stringent recruitment procedures.
- The effective management and supervision of the staff team.
- The provision of an effective key worker system.
- The use of effective placement planning and risk assessments.
- Consistent approach to rules and boundaries, through appropriate and reflective rewards and consequences.
- The encouragement of positive relationships and investment in the placement from all people involved in the welfare of the young person.
- To facilitate pathways and effective working together to further training, education and employment opportunities.

Philosophy and ethos of the Home

Our ethos rests on an overall purpose for the company which is to ensure that all Looked After Children have a continuing and enduring sense of permanence through which their social, emotional, health, and educational needs are being met. In other words that they feel healthy; feel safe; achieve success in their lives; that they make a positive contribution within their group or the community; and they achieve the financial resources to sustain this throughout their adult lives.

The organisation aims to support young people to take control of their lives and behaviours by adopting an approach of robust surrogate parenting. Put simply this means that we will attempt to be big and bold enough to contain their anger and frustration, strive to encourage their hopes and dreams and ultimately encourage the young person to take positive control. Where we fail to contain the anger and frustration we will take all steps needed to keep young people and staff safe, when the situation has calmed we are keen to learn and move on. We believe in the therapeutic benefits of the outdoors, having energetic fun, being fully human and honest, humour that doesn't demean others, challenging assumptions and stereotypes and not hiding behind professional language. We as an organisation recognise and celebrate the fact that we as adults are on a journey, we are constantly looking to improve and change, we want young people to realise that the chaos they may experience can be harnessed and change can be positive and rewarding. Our customers face constant economic and strategic challenges within children's services, we aim to be a solution-focused partner, problem solving where possible and striving to be accountable for the work that we do. At the heart of all of this is the voice of the young person in care.

THE NAME AND ADDRESS OF THE PROVIDER:

React Havens Limited

Building 2, Office 28

Tameside Business Park

Windmill Lane, Denton

Manchester

M34 3QS

Tel: 0800 061 4351

Email: info@reacthavens.co.uk

Website: www.reacthcp.co.uk

Service Manager: Victoria Chant

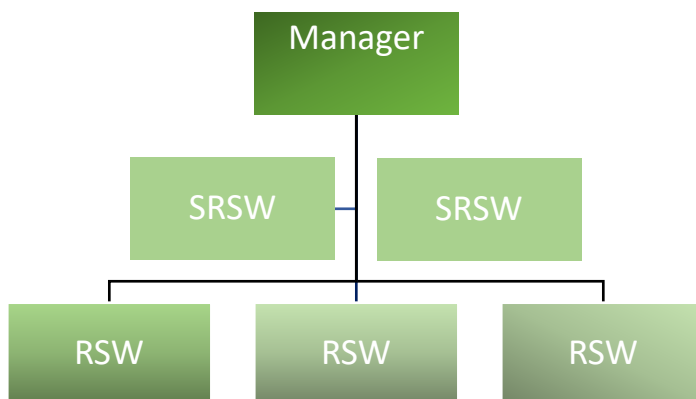
Relevant Qualifications & Experience of the Service Manager:-

Victoria holds an NVQ Level 4 RMCC/RMA as well as an FdA in psycho-dynamics and CBT and has been awarded a Distinction in NEBS Management Award. She holds qualifications in Dyadic Developmental Psychotherapy (DDP) and Solution Focused Brief Therapy interventions. Victoria has worked within the social care field for 25 years within various settings and roles including within Family Intervention Programs, frontline social work, crisis management and troubleshooting, parenting practitioner and one-to-one and group therapy.

Victoria has managed both Children’s Residential Services and Adult Services for many years working within homes for those young people with complex emotional and behavioral difficulties. Victoria is also a qualified Trainer and coaching/ mentoring is one of the aspects of her role that gives her the most gratification and sense of fulfilment. Victoria is currently reading Adult Nursing (RGN) and hopes to qualify in Feb 2024.

The home will be staffed 24 hours a day with a minimum of 1 staff member in the home to offer support. Staff will sleep in the home and be on call to support young people at night if needed. Due to higher needs of a young person, the home may use waking night staff as additional support. This will be risk assessed by the manager.

STAFFING STRUCTURE



React Havens Semi-Independent Service was established in March 2021 and aims to provide support to care leavers and young adults aged 16 to 25.

We are committed to the highest standards and quality of care with delivery based on a multi-disciplinary contribution, having at its center the service users and people significant to them. We are committed to the development of positive lifestyles for individuals and for them to lead the fullest possible life within the community.

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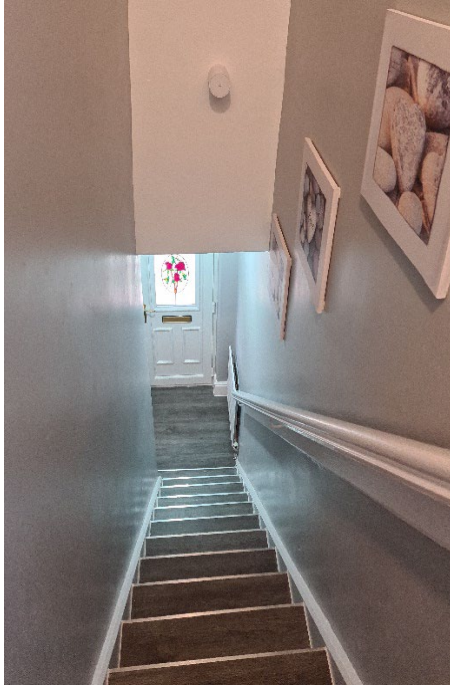
ACCOMMODATION

The placement is situated in a residential location in Denton in Greater Manchester within walking distance of the town centre and the Crown Point shopping centre with ample shops. It is also closely located to parks, leisure facilities and various local amenities which the young person can access. The property is also near to rail, coach, and bus stations.



The residence offers 3 good sized rooms on two floors with each bedroom fully furnished with a wardrobe, bed, bedside cabinet, tv and lamp. There are shared communal areas for cooking and living which comprise of a lounge with TV and computer, kitchens and dining area and a back garden for the use of all residents. The residence offers a 24-hour service with experienced staff to support service users.





OPERATING HOURS AND STAFF DEPLOYMENT

Staff are available to support young people over a 24-hour period. Staffing levels and how this is organised will depend on the support needs of the young people using the service. Support provided during night-time hours will again depend on the needs of the young people at the residence.

RHs operates a staff on call support facility where support, advice and guidance can be sought at any time from staff within the organisation.

STAFF

RH's provides support staff on duty correlating to the number and needs of the young people in the residence. Each young person will be assessed prior to moving in so that their support needs can be identified. Any additional support needs identified for individual young people will be provided in addition to the basic staffing levels with funding authority approval. We have a diverse staff team that have a combined wealth of experience working with children and young people and have either completed or are working towards their Level 3 Diploma in Health and Social Care or higher. We have an equality and diversity policy that enables us to source a diverse staff team. At RH we are fully compliant and committed to safer recruitment procedures.

STAFF SUPERVISION AND TRAINING

Supervision

All staff receive regular supervision which is usually every six weeks with the exception of probationary staff whereby supervision is much more frequent. The supervision and appraisal procedure ensures all staff members receive effective supervision and support that allows them to reflect on their own practice, develop as professionals and promote good practice within the residence.

Supervision and appraisal are conducted by suitably qualified staff members. Outside of supervision senior managers within the organisation are available to offer support and guidance when required.

Training

Staff members each have their own personal training and development plan, which records their professional and occupational training to date and maps out their future training needs. All staff are required to complete mandatory training and additional training will be provided if required to meet the needs of the young people in the home. Specialist Training can be accessed if required to enable us to support complex care needs.

Qualifications and Staff Development

Keyworkers at RHs are encouraged and supported to continue with their training and development pathway within the field. All staff will be enrolled onto the Level 3 QCF in Residential Childcare if they do not already have the qualification when employed. It is envisaged that progression on to QCF Level 5 or higher will be achieved in due course.

Mandatory training implemented in the programme includes:

- Child Protection and Safeguarding
- Conflict Management
- Child Sexual Exploitation (CSE) and Awareness
- Health and Safety
- Data Protection & Information Sharing
- Equality and Diversity

ADMISSIONS CRITERIA

RHs accommodates young people aged between 16 and 25 that are making the transition from residential or foster care to independence. We consider all young people from a variety of backgrounds. A needs and impact risk assessment will be completed for every young person referred to the service to ensure appropriate and effective matching.

We will consider emergency placements at the service, but this would follow the same admissions procedure, each referral will be considered on its own merit and if we are able to effectively meet the needs of the individual. Compatibility of young people sharing would be an important consideration when looking at referrals and young people may be involved in this process.

KEY WORKING

A key working system is incorporated into our systems of working as good practice. All individual work carried out will be focussed upon meeting all aspects of the young person's pathway plan and support plan. This will be achieved in a safe, imaginative, holistic, and inclusive manner, where the young person receiving care services is an active participant within the planning, provision, and evaluation of activities within the residence and the wider community as a whole. The allocated key worker under the direction and consultation of the RM will ensure consistent care and development for each young person. Additional services/ multi-agency working will be accessed if required to meet these needs.

Regular planned pieces of work will be implemented via one-to-one sessions, staff are available 24/7 should the young person require confidential time with staff. Key work sessions will enable the young person to have an active input into the development of their individual care plans, decision making processes and general systems within the residence.

SUPPORT PLANS

All young people will have regularly reviewed and up to date support plans reflecting their own identified individual needs, goals, wishes and aspirations. The support plan will outline areas of assessed need and clearly and unambiguously outline methods needed to achieve these important issues. The home will work with the local authorities 'pathway plan' and will be reviewed and evaluated on a regular basis. The young people will work through budgeting and independence plans to learn the skills necessary to progress towards independent life.

The recording of these plans will be in formats easily understandable for the young person, and they should have regular opportunities to discuss the progress and focus of the ongoing plan.

REVIEWS

Statutory reviews are organised and chaired by the young person's local authority of residence. All attempts will be made to ensure that the young person attends these meetings as RHs recognises the importance of young people being fully involved in any planning process. However, it is also recognised that some young people can find these situations uncomfortable and threatening. With this in mind, we will seek to ensure that full and proper representation for the young person is available either through the individual key worker or by the appointment of an independent advocate.

HEALTH

One of our aims and objectives is to promote health and well-being for young people supported at RHs as outlined in Every Child Matters, The Leaving Care Act 2000 and 2010 as amended.

On assessment, we will ensure we have all the young person's medical history and current health needs. We would then support the young person to understand their individual needs and to be involved in the development of their health support plan, which once implemented will ensure all health needs are reviewed, met, and monitored.

Young people will be supported to register with a local G.P, Dentist and Optician within one week of admission. They will be encouraged to have a medical check with their new GP as soon as practicable after registration. Health action planning will be implemented which will highlight any further health needs and the young person will then be supported to ensure referrals are made to additional health care professions if required. RHs has developed links with various health care professionals and health resources.

The staff team will aim to ensure that they are part of educating the young person to make informed choices regarding their health, well-being, and lifestyle choices. They are expected to advise and support the young person by providing information on dietary matters, exercise, alcohol and substance abuse, sexual health, general health, and personal hygiene issues. Smoking is not permitted inside the premises. Staff will promote a consistent, positive attitude to achieving and maintaining a healthy lifestyle.

EDUCATION, TRAINING AND EMPLOYMENT

We encourage and support young people to set and achieve positive goals in education, training, and employment. We recognise that some of the young people may have had difficult experiences in their education and that being in a school or college environment may not be suited to them. This may result in pursuing further education through alternative avenues such as a training programme, apprenticeship, or employment.

All young people have a Personal Education Plan, which includes information about their career aspiration and ambition. This is developed as part of the pathway planning process. The staff team liaise and work in partnership with the young person's advisor. Staff can arrange private tuition if this is agreed as the most suitable option for the young person by all parties concerned. We support young people in seeking employment, engaging in apprenticeships career guidance and preparation for interviews. We work closely with local colleges, employers, adult-training centres, and jobcentre plus.

RECREATIONAL ACTIVITIES

Young people are encouraged to engage in positive recreational activities outside the home. This includes encouraging the young person to access sporting, leisure, religious and cultural activities. Sport and physical activity are encouraged as part of the health promoting process to enable healthy living, improved mental health as well as positive peer group interaction.

SERVICE USER PARTICIPATION IN SERVICE MANAGEMENT

At RHs, we recognise the young person's right to be heard and have their views taken into consideration, both as an individual and as part of a collective group. A key worker meets with the young person regularly and will be responsible, in consultation with the RM, for the implementation of the support plan and its continuous monitoring and review.

Regular house meetings are held which involve the young people in making decisions about the placements, as well as sharing information and ideas regarding activities and so on. Staff and young people are encouraged to come together to discuss plans and resolve issues that are relevant to group living. RHs, as part of its regular service audit, requests regular feedback from the young people, other relevant stakeholders, and staff. This is done through feedback forms, compliments and complaints process and a quarterly Unit Manager's quality assurance session. This helps us to develop and improve the quality of our service.

HEALTH AND SAFETY

RHs has a comprehensive health and safety policy outlining responsibilities and actions required to promote the health and safety of young people, staff, and visitors to the home. Health and Safety training is part of the staff induction programme and regular checks including an environmental risk assessment are conducted on an on-going basis to ensure the welfare of all within the residence. We appoint a specific member of staff to monitor the health and safety of the service and encourage service users to also take on health and safety responsibilities. All young people will be supported and enabled to develop their skills and knowledge regarding health and safety issues as part of their skills development package. Our Health and Safety policy outlines regular procedures and monitoring checks completed within the residence in areas such as food hygiene, fire checks, emergency lighting and building risk assessments.

FIRE AND EMERGENCY PROCEDURES

The residence is fitted with a fire alarm system and smoke alarms in accordance with our policies and procedures. The fire alarm is tested regularly, and staff ensure the young people are clear in how to respond in an emergency, including the escape route and assembly point, in the event of a fire.

It is the responsibility of the RM to ensure the day-to-day safety of all young people residing at our residence or employed or in any other way using the premises by ensuring that:

- The fire alarm is always operational.
- The fire alarm is tested on weekly basis.
- A register is kept of the weekly fire tests, giving the date of the test and the signature of the person carrying out the test.
- Should a fault develop on the fire alarm system, this will be reported immediately to the Operations Manager.
- All staff are made aware of their responsibilities and duties regarding the prevention of fire and understand the procedure for evacuation of the building in the case of fire.
- Any equipment that is deemed dangerous or a fire hazard is taken out of use, immediately labelled as such, and is repaired or replaced.
- A daily register of visitors and appropriate chaperoning if required to the residence is maintained.
- The residents are made aware of the importance of keeping staff aware of their whereabouts during the day, and of informing a member of staff of their return if they have been out.
- Fire drills are carried out in accordance with regulations and the needs of the home. All equipment is tested on a regular basis in accordance with the appropriate legislation.
- A designated Fire Officer within the team ensures that all staff have up-to-date knowledge of the equipment and procedures.

- All staff and young people receive fire instruction as standard, and there are regular refresher sessions for staff and young people.
- No smoking building
- Sadly, we are unable to consider referrals for individuals with a history of fire setting behaviours

General duties and responsibilities of all staff:

- Know the location of the fire exits.
- Know the location of fire-fighting equipment and have a good understanding of their use.
- Know the correct procedure for calling the Fire Brigade in an emergency
- Be aware of the areas in the home that are high risk in relation to fire.
- Keep fire doors closed.
- Keep fire exits clear of furniture and equipment.
- Ensure that the young people are always supervised in the kitchen area.
- Ensure that the residents are aware and understand the dangers of fire.
- Report immediately any faulty equipment and take it out of use and label as such.
- Ensure that the residents are aware of correct procedures in the event of a fire.

IN THE EVENT OF FIRE:

- Raise the alarm.
- Evacuate everyone from the building.
- Ring the Fire Brigade. Give them the name, address, and postcode of premises.
- Ensure that all the rooms have been vacated, with doors closed upon exiting.
- If it is safe to do so, tackle the fire with the firefighting equipment.
- Go to the fire assembly point, and ensure that all residents, visitors and staff are accounted for.

METHODS OF POSITIVE BEHAVIOUR SUPPORT

PHILOSOPHY

It is accepted that consistent guidelines and control from an integral part of a young person's development. As a young person develops, they gradually internalise these controls and reduce the need for external reinforcement.

GENERAL PRINCIPLES

On admission to the residence and throughout the placement, young people are informed about the behaviour we expect from them reflecting societal norms and values. We encourage a culture which promotes high quality care and positive relationships based on mutual respect and understanding between staff and young people. Young people are encouraged to remain within these boundaries through emphasis on mutual respect, positive reinforcement, and negotiation. This will maintain effective and clear professional boundaries.

Staff ensure the safety and well-being of the young people by establishing and reinforcing boundaries. Individual young people will have time with staff looking at natural consequences of behaviour that may create risks to their own welfare, others around them or significant damage to property.

The staff team will endeavour to support the young person to develop appropriate communication skills.

Acceptable behaviour should always be encouraged as a normal part of day-to-day living. The need for sanctions is reduced by clearly setting boundaries of acceptable behaviour and achieving tight levels of consistent care practice.

USE OF SANCTIONS

Sanctions will be implemented as a last resort after all other alternatives have been considered. If the need is felt to impose a sanction, the young person will be informed, and the matter discussed with the RM before deciding an appropriate sanction. Consideration must be given to the young person's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships.

Reasons for Sanctions may include:

- Deliberate damage to property, such as windows, furniture, and decoration, in the residence.
- Criminal damage caused outside the residence, for instance, in the local community.
- Assault on any individual.

This list is not exhaustive but gives guidance in relation to situations where sanctions can be legitimately implemented.

PERMITTED SANCTIONS

The following list comprises the sanctions which may be used within RHs Supported Living:

- Making reparation for damaged property out of their personal allowance. The amount will consider the young person's financial commitments and, in any event, will not exceed 75% of their pocket money.
- A natural consequence that occurs as a result of their behaviour, for example breaking their television may result in several weeks without one.

All sanctions must be recorded, dated, and signed in the sanctions book and a copy placed in the young person's file and the effectiveness of the sanction reviewed and analysed.

PROHIBITED SANCTIONS

- Never impose physical punishment on a young person.
- Never deprive a young person of food, sleep, or medical help.
- Never deprive a young person of your care and consultation.

Training, support and consultation with other team members and/or RM when implementing and discussing appropriate sanctions.

PHYSICAL INTERVENTIONS

At React Havens staff are fully trained in de-escalation, distraction and breakaway techniques. Should we receive a referral that may require physical intervention to enable to regulate their emotions physical intervention training will be sourced and implemented. Should physical intervention be required we will adopt the following procedure.

We believe that all young people should have the main responsibility for their own behaviour, RHs recognises and understands that the young people in our care may sometimes demonstrate difficult or challenging behaviour which could require support or as a last resort, physical intervention.

The following criteria for physical intervention will apply:

- When a young person is attempting to significantly harm themselves.
- Where there is significant risk of physical injury/harm to others.
- When there is significant damage to property is occurring.

Staff will be expected to inform the RM immediately after physical intervention has been used and to make an Incident Report which should include the following:

- The name of the young person concerned.
- Details of the young person's behaviour leading to the intervention.
- A description of the method used.

- The date, time of the use of the intervention, where it occurred and any other person(s) present.
- The name and position of the person exercising the measure.
- The effectiveness and any consequences of the use of the measure.
- A description of any injury to the young person concerned or any other person and any medical treatment administered.
- The duration of the intervention.
- Confirmation that the person authorised to make the record has spoken to the young person concerned and the staff member who used the intervention. The record should be signed by the person authorised to make the record and where possible the staff member and young person.
- After any significant incident a full debrief will be held by the RM with the young person and staff involved.

Notification will be made to the young person's Social Worker in the event of physical intervention being used to support the young person.

COMPLAINTS

RHs respects the right of young people and their significant others to make complaints or representations about the services they receive. They are entitled to a consistent standard of service and care.

Young people and Social Workers are made aware of the complaint's procedure on admission to the residence. In addition, young people in our residence, other professionals involved, and visitors are encouraged to give us regular feedback and express any concerns they may have through one-to-one sessions with staff, house meetings, manager QA meetings and feedback procedures.

Our complaints procedure is available to the young people and outlines who to complain to and how we respond to a complaint received. The residence will also have a copy of the Local Authority complaints procedure.

Young people are advised that they can complain to:

- Members of staff team including the RM.
- Their Social Worker
- The Local Authority
- Ofsted
- Child-Line/NSPCC/GP and other professionals involved

We will always try to resolve a complaint at the earliest possible intervention, whilst respecting the seriousness of the complaint.

All complaints are taken seriously and are recorded in our complaints book. The Home Manager is responsible for the monitoring of any complaints and ensures they are resolved in the appropriate manner and within the correct timeframes (please request copy of our complaints procedure for further details). They are responsible for identifying any patterns in complaints received and how to improve the service to avoid further issues. All complaints about the behaviour of staff will be investigated by the Manager, who will if necessary, liaise with external agencies.

All young people have the right to an independent person to support and advise on complaints and this right is always upheld.

CHILD PROTECTION

At RHs, the safety of the child and/or young person is paramount. We believe that one of the cardinal points in child protection and safeguarding is that children and young people feel safe and cared for.

Carers must protect those that they care for from harm or abuse by taking immediate action to prevent, stop it and to follow the agreed reporting procedures. Staff are fully compliant with mandatory safeguarding training.

Staff induction training, supervision and on-going training covers all aspects of child protection and ensures all staff are knowledgeable in how they respond to allegations of abuse of any nature, how to promote the safeguarding of our young people and where to gain further advice and support if required.

Everyone employed by RHs Supported Living has a duty to report any concerns, incidents, and allegations of child abuse whether internal or external, which involves any of the young people in our residence. A carer, parent, another adult, another child, a person known to the child, or a stranger may perpetrate abuse, therefore, children and young people must be listened to. Any allegation will be taken seriously.

All staff must ensure that they are clear of their responsibilities in child protection situations by reading and understanding set procedures and taking necessary action. RHs employees will act immediately if they suspect that a young person is suffering or has suffered abuse, informing the RM who will follow procedure.

The child or young person must receive full support and protection. In the event of any subsequent investigation, the young person will be kept fully informed throughout the process.

Staff who are the subject of an allegation of abuse will be suspended immediately, pending an internal investigation. We will work in partnership with the Local Authority in managing any and all allegations of abuse and conduct any subsequent investigation.

BULLYING

Exerting power through the intimidation of others is not acceptable. Some of the young people in our care may try to bully others to feel better about themselves.

At RHs, we consider any form of bullying to be unacceptable, and we promote the view that all young people have the right to be treated with dignity and respect and everyone has a right to go about their daily lives without fear of harassment or bullying. It is our responsibility to be continually aware of the possibility that bullying may occur in the residence or in areas external to the home.

Our policy on bullying defines different types of bullying, signs, and symptoms of bullying and how both the victim and perpetrator should be supported. The policy also outlines how staff should respond to any allegations of bullying including documentation, conducting risk assessments, and obtaining records of the responses of all

involved. Any issues or concerns regarding bullying is addressed in the young person's support plan and service meetings. We encourage staff to be vigilant (but not overbearing) about vulnerable young people's need to be protected, should the problem of bullying arise.

The subject of bullying is frequently discussed at staff and residents' meeting. Staff talk frankly and openly with the young people about bullying and listen to their views.

Incidents of bullying, no matter how small are never overlooked and are addressed by staff in an appropriate manner.

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed. Bullies behave in the manner they do, partly because of difficulties in their own lives, e.g., their feelings of inadequacy, unhappiness, or they may have been victims themselves. Unacceptable behaviour needs to be understood and then appropriately dealt with by staff if the cycle of bullying is to cease. We will offer protection to those who are bullied and guidance to those who bully.

RHs is aware that abuse of young people can occur via social media, the internet and mobile phones. Staff are advised to follow and adhere to the policy on E-safety and ensure that guidelines on keeping young people safe are followed.

UNAUTHORISED ABSENCE

RHs have a clear procedure in place to promote the safety and well-being of the young people in our care depending on individual needs including conducting risk assessments and reporting and recording of unauthorised absences.

The responsible authority, prior to the young person being placed at RHs residence, will be expected to provide a risk assessment and information on the likelihood of the young person absconding. The following questions must be addressed:

- History of absconding.
- Any specific vulnerabilities that maybe present i.e., a learning need
- Risk of CSE
- Risk of crime
- Young person's legal status

Risk assessments and clear guidelines are implemented within each young person's support plan depending on the individual needs including how to respond to absences from the service and when staff should be concerned. Strategies for individual young people will be agreed using a multi-disciplinary team approach.

If the young person absconds during office hours the senior worker will contact the placing Authority of the young person to discuss the situation. Details surrounding the circumstances of the young person going absent should be given such as, whether the young person was, in any way, upset when last seen, any likely police involvement and any other relevant information.

If the problem arises out of hours, staff will contact the Emergency Duty Team (EDT) who should be kept updated and notified of the young person's return.

The agreed reporting procedure for any individual will be followed, particularly in respect of timely reporting to the police.

On return, the young person will be offered food, drink and sleep and welcomed in a positive manner. The young person is encouraged to talk about why they went missing and discuss their experiences whilst absent and should be able to ring their Social Worker if possible. If the young person discloses any information of concern, staff will notify the placing authority and potentially the police.

The placing authority/Local Authority will be notified of all absences in a timely manner in line with procedure.

CLOSED CIRCUIT TV/ DOLS

We can provide placements for young people who are subject to electronic monitoring by the judicial system. We recognise that electronic monitoring can be a stressful experience for the young person concerned and we will use our best efforts to accommodate such requests as far as possible, to support the young person at such a difficult time. We do not have surveillance cameras inside the home; however, we have CCTV that covers the external areas of the property including the rear garden area. The CCTV is purely for the security of the home and residents and not to electronically monitor young people or staff. Recordings will only be used when requested by the police as evidence of criminal activity.

REGULATION AND QUALITY ASSURANCE

The aim of any care service provider is to ensure that the highest possible standards of care and support are available to the people and families accessing their services. RHs Supported Living as a service provider acknowledge that to achieve this aim, a clear and well-structured process of regulation and quality assurance needs to be in place to ensure that all practices are monitored and evaluated to enable this paramount goal to be achieved. A range of methods including internal and external audits and feedback from inspections will be implemented to ensure that all efforts are made to promote positive outcomes for all young people accessing our service and the continual improvement of the service as a whole.

RESIDENTS MEETING

This forum will offer young people the opportunity to have an input in relation to everyday issues pertaining to their lives. They will have direct responsibility for the creation of agendas and be able to influence the decision-making process within the residence. These meetings will take place regularly (at least once a month), and minutes will be recorded and distributed with clear instruction as to who has responsibility to ensure that decisions are acted upon.

KEYWORKER SESSIONS

These formal and informal sessions will be a source of information exchange. The young person and their key worker will be able to discuss the ongoing progress of any individual care plans and look to develop other areas of work felt necessary or indeed requested. These sessions may be of use to young people who find the group setting identified above, rather intimidating and can address concerns and suggest improvements in a less formal arena.

STAFF MEETINGS

This forum will take place monthly. This will give the whole team an opportunity to discuss and reflect on all aspects of their work and daily activities within the home, update, and feedback from key workers in relation to the young people they work directly with. This will then enable the team to be comprehensively informed in relation to ongoing work, and any developments in relation to the young people. This process will support the links and information systems already in place within the home i.e., recording systems, handovers and so on.

RELIGIOUS AND CULTURAL NEEDS

RHs understand that young people have the right to follow the religion of their choice and will be supported to access services and meetings that form part of their chosen faith. All individuals will be supported in their desire to follow specific stipulations regarding diet, quiet time or prayer, routine, clothing and so on, relating to their religious and cultural wishes and preferences.

Advice from any relevant organisations would be sought if required to ensure the individual rights and choices are adhered to. Individuals are encouraged to explore their cultural diversities through individual discussions within the residence.

CONTACT WITH RELATIVES, FRIENDS AND SIGNIFICANT OTHERS

At RHs Supported Living, we believe that agreed contact with natural families, carers, siblings, and other significant people in the in a young person's life should be encouraged. The maintenance and further development of existing relationships is seen as fundamental to positive outcomes for young people, allowing for stability and a sense of belonging.

We recognise that some of our young people will need support to build upon these relationships and key workers will work in a proactive manner to support at all stages of the process.

Where and when required we can provide supervised contact which will be fully recorded and reported as necessary. All supervised contacts will take place in a planned and agreed way, with reference always to the wishes and needs of the young person, but also mindful of possible child protection issues and the processes involved accordingly. Unsupervised contact with significant others will be encouraged and facilitated flexibly.

Key workers will play a fundamental role in the monitoring and evaluation of existing relationships. Monthly reports will be prepared for the Social Worker and will highlight all aspects of the young person's care, focusing upon the framework standards. This will ensure that a process exists which promotes a sense of partnership and co-operation between all parties involved in the all-round care of a young person thereby increasing the prospect for positive outcomes.

PROMOTING RIGHTS

RHs Supported Living has an equality and diversity policy in place which identifies the rights of the young person to receive an appropriate service that aims to meet their individual needs regardless of their gender, race, nationality, sexuality, disability, class, or religion.

Our staff team reflect the local community which is ethnically and culturally diverse. Young people will be supported regarding their individual cultural needs and any identified issues or areas of need. Young people will be encouraged to avoid being discriminatory towards others.

Within company guidelines staff will be provided with guidance on how to deal with discriminatory practice or behaviour. All instances of discrimination will be acknowledged as abusive and will be addressed seriously and consistently by the manager and staff members.

Young people who feel that they have suffered discrimination should bring this to the attention of the staff using the complaints procedures. As an organisation, we will ensure that staff selection, recruitment, training, promotion, and treatment is informed by anti-discriminatory practice; and no one will be disadvantaged in these matters.



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